

THE KOLKATA MUNICIPAL CORPORATION  
CENTRAL MUNICIPAL OFFICE BUILDINGS  
5, S. N. BANERJEE ROAD, KOLKATA-700013.

Dated: 29/11/2019

Municipal Commissioner's Circular No.....117.....of 2019-20

In the interest of providing civic services more quickly and efficiently, KMC authority has been pleased to approve the following guidelines in the public interest. It will facilitate providing better and improved services to the citizen in more efficient manner.

- 1) For better interaction and communication between the elected councillors and senior level officers, Borough level meeting is to be organized on regular basis.
- 2) All development programmes, / projects should be focused prominently and its contribution to the society should also be published in a widespread manner.
- 3) Result of completion of all projects and programme should be monitored on regular basis. Benefits reach to the general public for execution of such schemes should also be identified, measured and publish in a proper manner.
- 4) Social benefits schemes e. g. RUPASREE, NOAPS, NFBS, BANGLAR BARI, KHADYASATHI etc. are being done on continuous basis. Through these schemes direct benefit are given to the target group of eligible beneficiaries. It would be monitored as to how such benefits have upgraded standard of living of the beneficiaries.
- 5) Reply to the Assembly and Parliamentary questions should be given within 24 hours after taking approval from the KMC authority.
- 6) In respect of all court cases the concerned lawyers should be briefed by senior officials of KMC not below the rank of Chief Manager/Deputy Chief Engineer of respective department after taking due approval from the Municipal Commissioner.
- 7) Approval of competent authority should be obtained by 31<sup>st</sup> January, 2020 in respect of all projects/schemes which are to be implemented in 2020-21.
- 8) Statutory audit should be completed within the prescribed time period.
- 9) Grievance cell should resolve all grievances coming from CMRO on war footing basis.
- 10) Although time of completion of projects/scheme is specified from the date of issuing work order but there is no such specified time for preparatory process regarding such schemes e.g. preparation of DPR, News Paper publication for tender, preparation of estimate, selection/allotment of land, time for obtaining approval of sanctioning authority etc. Henceforth time line for preparatory process should also be framed and in any deviation should be explained by the concerned officer indicating reasons thereof.

- 11) Proper signages should be given / erected in case of completed / ongoing projects e.g. name of the project, implement by the Kolkata Municipal Corporation project cost etc. for bringing the fact to the notice of the general public.
- 12) Large scale campaign and publicity for inauguration programmes of beneficiary schemes, development of infrastructure project/scheme should be done.
- 13) All financial rules formulated by the Government of West Bengal shall strictly be followed in case of KMC irrespective of source of funding. To paraphrase WBFR is to be followed in respect of schemes either funded by State Government or KMC's own revenue fund.
- 14) One small booklet showing the quantitative improvements in different fields of development as published by the State Government may also be published by the Kolkata Municipal Corporation showing the remarkable development at a glance from 2010 to 2020.
- 15) Since there have been technological improvement e.g. computerization, e-filing, e-office, e-mail etc. for last few years therefore, in case of filling up the existing vacancies in any organization actual requirement of staff / officers shall be arranged and justification for filling up such vacancies shall be sent to the State Government for approval.
- 16) Inter and Intra-Departmental coordination shall be strengthened.

All Controlling Officers / HODs are hereby directed to follow the above guidelines strictly and in any deviation will be viewed seriously.

This circular is issued with the approval of the Hon'ble Mayor dated 23/11/2019.

MUNICIPAL COMMISSIONER

Copy to:

- 1) OSD to Mayor
- 2) PA to Dy. Mayor
- 3) PA to all Members, Mayor-in-Council
- 4) Special Municipal Commissioner (G&D)
- 5) Special Municipal Commissioner (Rev.)
- 6) All Controlling Officers
- 7) Head of the Departments/Officers/Units